CONSOLIDATED INFORMATION TECHNOLOGY SERVICES
TASK ASSIGNMENT (TA)

1. **TITLE:** (E2) Information Technology and System Administration for the Exploration and Flight Projects Directorate

   TA No: OC002-Rev5

   Task Area Monitor: **Alternate Task Area Monitor:**   None

   NASA POC: **Software Control Class:**   Low Control

   Type of Task: Recurring Task

2. **BACKGROUND**

   The LaRC Exploration and Flight Projects Directorate(EFPD) functions as a Research, Science, and Technology Product Unit for exploration systems and space operations technologies. Included in EFPD are program and project management personnel, business personnel, and key points of contact required to compete effectively for research and technology development. Additional space technology programs and projects that are funded by other NASA Headquarters Mission Directorates, and are considered to be closely related from a technical perspective to the technology being developed in support of the NASA Exploration Systems Mission Directorates are managed at the program and project level within EFPD. For program and projects that are not funded directly by the NASA Headquarters Exploration Systems Mission Directorate, EFPD will coordinate budget and resource matters with the LaRC product unit with primary responsibility for supporting the NASA Headquarters Mission Directorate that is funding the work.

3. **OBJECTIVE**

   The Contractor shall provide information technology and system administration support on equipment not covered by ODIN for EFPD.

4. **GENERAL IT SUPPORT SERVICES**

   Services Specified Through Exhibit A:
   Services under this task include: On-Site System Administration, IT Security Administration, Hardware Maintenance, System Software Maintenance, Applications Management, Customer Support and IT Consultation. Also, the Contractor shall provide integrated support to web-based systems to include identifying and documenting technical requirements as well a determination of best technical solution for meeting these requirements.

   Refer to Exhibit A, Inventory of Equipment and Software, that defines the required general IT support services.

   The services of System and IT Security Administration shall be provided for those systems

with System and IT Security Administration Required checked in Exhibit A. The level of security shall be consistent with the information category identified by the code checked for each such system (see NPG 2810.1). If these services are not required for the system as a whole, they shall be provided for any isolated processors where the information category code is entered in the SSA column.

Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of System Administration (SA), Hardware Maintenance (HM), System Software Maintenance (SSM), Applications Management (AM) and Database Administration (DBA) are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Sections 4.7 and 4.8 paragraphs a) and c) fo the SOW for all General IT Support Services.

Exceptions and Additional Requirements:
For systems that are covered under vendor or third-party hardware or software maintenance contracts, the Contractor shall obtain quotes for replacement parts or upgrades and provide them to the LaRC point of contact for procurement.

The Contractor shall assist the Government in coordination of construction of new computer facilities and relocation of computer equipment.

Contractor personnel will be located on Center in the EFPD offices. Computer systems will be set up to operate 24 hours a day, seven (7) days a week.

The Contractor may need to travel periodically to attend program/project functions on a quarterly basis for a duration of up to 5 days a trip.

General IT Support Services Performance Metrics
Performance Standard: Response to requests for help is given within four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given
Performance Metrics:

        Exceeds: "Meets" and customers rate service as very good to excellent.

        Meets: Response to requests for help is given within four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

        Fails: Customers rate service as unsatisfactory.

Performance Standard: The systems to which these services apply are kept up-to-date with minimum disruption in capability due to upgrades.
Performance Metrics:

        Exceeds: Notifications of updates or upgrades are acted upon and approved

upgrades are installed on schedule and without disruption; or "meets" and improvements to systems are recommended and adopted.

Meets: Notifications of updates or upgrades are acted upon. Approved upgrades are installed with minor delays and disruptions.

Fails: Any of the requirements of this subsection are not satisfied.

<u>Performance Standard</u>: The security of systems and data that fall under this TA is ensured

<u>Performance Metrics</u>:

Exceeds: The system meets the baseline IT security requirements for an information category; there are no unlatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business of the day that the requirement for an account is terminated.

Meets: Baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account; any IT Security incidents are reported to the LaRC IT Security Manager as soon as possible after they are discovered.

Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

Exhibit A

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held annually or as needed. The following persons or their alternates are required to attend: NASA technical monitor and Contractor personnel assigned to task. Technical performance, timeliness and cost will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/08 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60%   Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

None.